



Highmark Delaware Registration/ Single Sign-On Campaign – Through April 30, 2016 Frequently Asked Questions

Q 1. Who is eligible to participate in the Single Sign-On Campaign?

A 1. Benefit-eligible State, school district, charter school and higher education employees (with the exception of the University of Delaware) who are currently enrolled in a State of Delaware health plan administered by Highmark Delaware, are eligible and encouraged to participate in the Registration/Single Sign-On (SSO) Campaign.

In instances where both spouses are state employees, only the employee who holds the coverage (policy/contract holder) can access their Highmark account via SSO in Employee Self-Service (ESS) and be entered in the random drawing. Spouses in these instances are still encouraged to register on the Highmark Delaware member website to access their online tools and resources.

Q 2. What is the purpose of this campaign?

A 2. The purpose of the campaign is to:

- Encourage benefit-eligible employees who are currently enrolled in a State of Delaware health plan administered by Highmark Delaware to first register on the Highmark Delaware member website at www.highmarkbcbsde.com to establish a user name and password.
- Following the employee's initial registration, he or she can enjoy Single Sign-On access to their Highmark Delaware account using Employee Self-Service at www.employeeselfservice.omb.delaware.gov. (Access through Employee Self-Service is available 24 hours after initial registration on the Highmark Delaware member website.)

Q 3. What things do I need to know in order to register and view my account online?

A 3. To register on the Highmark Delaware member website, you will need your member ID number along with other personal information such as your email address. You will also have to create a user login ID and password.

Q 4. What do I need to do during the campaign?

A 4. Complete these simple steps by April 30, 2016 and be entered in a random drawing to win a Fitbit (courtesy of Highmark Delaware):

1. Go to the Highmark Delaware member website - www.highmarkbcbsde.com.
2. Click on "Register" and complete the steps.
3. Once registered on the Highmark Delaware member website, you can also access your **Highmark Delaware Account via Single Sign-On in Employee Self-Service:** www.employeeselfservice.omb.delaware.gov. In Employee Self-Service, follow the navigation: Main Menu → Self Service → Benefits → Highmark Delaware. (Access through Employee Self-Service is available 24 hours after initial registration on the Highmark Delaware member website.)

Please note: Eligible employees who have registered on the Highmark Delaware member website (any time prior to and through April 30, 2016) will be included in the random prize drawing. In instances where both spouses are state employees, only the employee who holds the coverage (policy/contract holder) can access their Highmark account via SSO in Employee Self-Service (ESS) and be entered in the random drawing. Spouses in these instances are still encouraged to register on the Highmark Delaware member website to access their online tools and resources.

Q 5. How long after I register on the Highmark Delaware member website can I view my Highmark Delaware account via Single Sign-On in Employee Self-Service?

A 5. Eligible employees can access their Highmark Delaware account via Single Sign-On (SSO) in Employee Self-Service (ESS) 24 hours after their initial registration on the Highmark Delaware member website.

Q 6. What are the benefits of registering on Highmark Delaware's website?

A 6. Following registration, you can access your Highmark Delaware account to:

- View claims and know how much to pay
- View your explanation of benefits (EOB)
 - Request eDelivery of EOBs
- Get cost estimates on common health care procedures and surgeries
- Find doctors and other providers
 - Get quality information and patient reviews on health care providers
- Get online discounts
- Use health, wellness and disease management resources

Q 7. Who do I contact if I am having trouble registering on the Highmark Delaware member website?

A 7. For technical questions about the website, contact Highmark Delaware at 1-877-298-3918 between 8am - 6pm EST.

Q 8. What if I am already registered on the Highmark Delaware member website?

A 8. Eligible employees who have registered on the Highmark Delaware member website (any time prior to and through April 30, 2016) will be included in the random prize drawing to win a Fitbit. They are encouraged to access their account via Single Sign-On in Employee Self-Service: www.employeeselfservice.omb.delaware.gov. After logging in Employee Self-Service, follow the navigation: *Main Menu → Self Service → Benefits → Highmark Delaware*.

Eligible employees who had Highmark Delaware coverage with a different company will first see a screen that allows them to choose the plan information that they want to view (the prior/termed account will show for one year). See the sample screenshot below:



View Site by Plan

According to our records, you are enrolled in more than one plan with us. Information about the plan selected below will be displayed on our site when you click "Submit." If you would like to view a different plan, please select it before clicking the Submit button.

You can always change your selection later in your visit. If you decide to view the site under a different plan, just click the "View Site by Plan" link in the Quick Resources box.

Current Plan Information

☒ Employer: ALL MERIT AGENCIES

Group: 10006565

Benefit Plan: PPO(Medical)

Effective Date: 03/01/2016

Member ID	Members	Relationship	DOB
1234567890000	BOB	Subscriber	05/08/1980

☐ Employer: DEL-ONE FEDERAL CREDIT UNION

Group: 10120665

Benefit Plan: PPO(Medical & Drug)

Effective Date: 11/01/2015

Cancellation Date: 12/01/2015

Member ID	Members	Relationship	DOB
1234567890000	BOB	Subscriber	05/08/1980

[Submit](#)

Q 9. How are benefit-eligible employees being made aware of the campaign?

A 9. The Statewide Benefits Office is sending out (via email) SBO e-Newsletters beginning April 6, 2016 through April 30, 2016 to State and K12 employees. State and K12 HR/Benefit Representatives and Managers should work within their agencies and schools to promote the campaign to those benefit-eligible employees without email access. Highmark Delaware is also sending a postcard to the homes of employees (policy/contract holder) in April informing them about the campaign.

Q 10. How do I access Employee Self-Service?

A 10. Employees can access Employee Self Service by visiting www.employeeselfservice.omb.delaware.gov.

Q 11. What if I have questions about navigating Employee Self-Service or resetting my password?

A 11. For questions regarding Employee Self-Service navigation or password resets, please email ePay_Security@state.de.us or call 1-866-751-7833.

Q 12. Once I am logged into Employee Self-Service, what is the navigation to view my Highmark Delaware account?

A 12. Main Menu → Self-Service → Benefits → Highmark Delaware.

Q 13. Who is eligible to be entered into the random drawing to win a Fitbit?

A 13. Eligible employees (as defined in Q 1, A 1) who complete the necessary steps (as mentioned in Q4, A 4) will be entered in the random drawing to win a Fitbit. In instances where both spouses are state employees, only the employee who holds the coverage (policy/contract holder) will be entered in the random drawing.

Q 14. Why is the random drawing to win a Fitbit only available to benefit-eligible employees who are currently enrolled in a State of Delaware health plan administered by Highmark Delaware?

A 14. Highmark Delaware is committed to providing you with information on the benefits, programs and services available to you as a Highmark Delaware member. Highmark Delaware's website gives you all kinds of tools and programs to help you better manage your health. SBO is working towards offering Single Sign On for other benefit vendors in the future.

Q 15. Will the State of Delaware tax the value of the Fitbit if I am selected as a winner?

A 15. The Fitbits are courtesy of Highmark Delaware. As such, the Fitbits are not gifts from the State of Delaware and therefore, are not subject to employment tax reporting and employment withholding. Any rules or conditions associated with acceptance of the prizes will be disclosed to the prize winners by Highmark Delaware at the time the employee is notified about the prize.

Q 16. How many Fitbit are being given away by Highmark?

A 16. Ten Fitbits are available through the random drawing, courtesy of Highmark Delaware.

Q 17. Which type of Fitbit will be provided to winners of the random drawing?

A 17. Highmark Delaware will provide a Fitbit Flex to winners of the random drawing.

Q 18. When will the winners of the random drawing be notified?

A 18. Highmark Delaware will contact the winners in mid-May 2016.